Citation: Lau (Re), 2026 BCSRE 235
Date: 2026-09-25
File # 25-6501

BC FINANCIAL SERVICES AUTHORITY

IN THE MATTER OF THE *REAL ESTATE SERVICES ACT,*
SBC 2004, c 42 as amended

AND

IN THE MATTER OF

JENNIFER FAYE LAU
(170806)

NOTICE OF ADMINISTRATIVE PENALTY

[This Notice has been redacted before publication.]

The Superintendent of Real Estate ("Superintendent") of BC Financial Services Authority ("BCFSA") issues this Notice of Administrative Penalty ("Notice") pursuant to sections 57(1) and (3) of the *Real Estate Services Act*, SBC 2004, c 42 ("RESA").

TAKE NOTICE that the Superintendent is satisfied that you have contravened one or more provisions designated as subject to administrative penalties under section 56(1)(a) of the RESA and section 26 of the *Real Estate Services Rules* ("Rules"), collectively, the "Designated Provisions".

TAKE NOTICE the Superintendent is imposing the following administrative penalties based on your having contravened the Designated Provisions:

1. RESA: Section 3(1); First contravention: Yes; Penalty: $5,000;

   Details: You provided rental property management services for remuneration without holding a rental property management licence between December 2025 and April 2026 in relation to a property located in Langley, British Columbia (the "Langley Property"). Specifically, you collected rent and a security deposit directly into your personal account, managed landlord and tenant matters, communicated with the tenant, and assisted the landlord in an RTB proceeding, contrary to section 3(1) of RESA.

   The penalty range for this contravention is $5000 to $100,000. In determining the appropriate penalty amount and setting the penalty at the minimum of $5000, the Superintendent made the following observations regarding the circumstances:

   - You provided rental property management services for remuneration for approximately five months, and the total remuneration received was modest.

- The conduct appears to have been isolated in nature.
- There is no evidence of consumer loss, nor is there any evidence that consumer funds were lost, misappropriated, or otherwise mishandled.
- You cooperated with BCFSA's investigation.

2. RESA: Section 7(3); First contravention: Yes; Penalty: $2,500;

   Details: You provided real estate services other than on behalf of the brokerage with which you were licensed, contrary to section 7(3) of RESA, when you engaged in the following conduct:

   i. Assisted the owners of the Langley Property and a property located in Burnaby, British Columbia ("Burnaby Property") with finding prospective tenants.
   ii. Collected rent and a security deposit on behalf of the owner of the Langley Property.
   iii. Managed landlord and tenant matters in relation to the Langley Property, including communicating with the tenant and attending an RTB proceeding on behalf of the landlord.
   iv. Received remuneration directly in relation to tenant placement services and rental property management services that were not conducted through the brokerage with which you were licensed.

   (Collectively the "Contraventions").

Total administrative penalties: $7,500

TAKE FURTHER NOTICE you may respond to this Notice by requesting an opportunity to be heard as follows (a "Reconsideration Request"):

a. *Time limit:* You must deliver any Reconsideration Request so that BCFSA receives it within thirty (30) calendar days of the date you received this Notice (the "Response Deadline").
b. *Format:* A Reconsideration Request Form must be completed.
c. *Content:* A Reconsideration Request should explain how you exercised due diligence to prevent contravention of the Designated Provisions. You may also provide any other information you believe the Superintendent should consider.
d. *Delivery:* A Reconsideration Request may be delivered by email to apreconsiderations@bcfsa.ca and/or delivered to BCFSA's offices at 600 – 750 West Pender Street, Vancouver, BC V6C 2T8, Attention: Legal Services – Reconsiderations.

The date you received this Notice is the earliest date on which:

- the Superintendent personally served you with the Notice (s 57(3)(a) or (b) of the RESA);
- the Superintendent provided "substituted service" by a method provided for in a court order (s 12 of the RESA); or
- the Superintendent provided this Notice to Canada Post for delivery to your mailing address (ss. 18 and 19 of the Rules). This will normally also be the day it was emailed to you.

If BCFSA receives your Reconsideration Request by the Response Deadline, the Superintendent will consider your Reconsideration Request and may cancel or confirm each of the administrative penalties. Any cancelled administrative penalty may be referred for a notice of discipline hearing where a broader range of orders are available. If BCFSA confirms an administrative penalty, payment is due immediately.

TAKE FURTHER NOTICE if you fail to deliver a Reconsideration Request by the Response Deadline, you are deemed to acknowledge your having contravened the specified Designated Provisions (s 57(2)(d) of the RESA).

TAKE FURTHER NOTICE that unless you deliver a Reconsideration Request by the Response Deadline, you must pay the administrative penalties within thirty (30) calendar days of the date you received this Notice. The Reconsideration Request may be by email or otherwise in writing and should attach or include information respecting the due diligence exercised to avoid the contravention, any extenuating circumstances that prevented compliance, and any other information that you wish BCFSA to consider.

Dated this 25th day of September, 2026 at the City of Vancouver, British Columbia.

Superintendent of Real Estate

“Original signed by Raheel Humayun”

Per: Raheel Humayun
Delegate of the Superintendent of Real Estate
Province of British Columbia